



VIRGINIA
IT AGENCY

NEXTGEN TEMS

Transparency that makes cents (sense)

AITR Meeting

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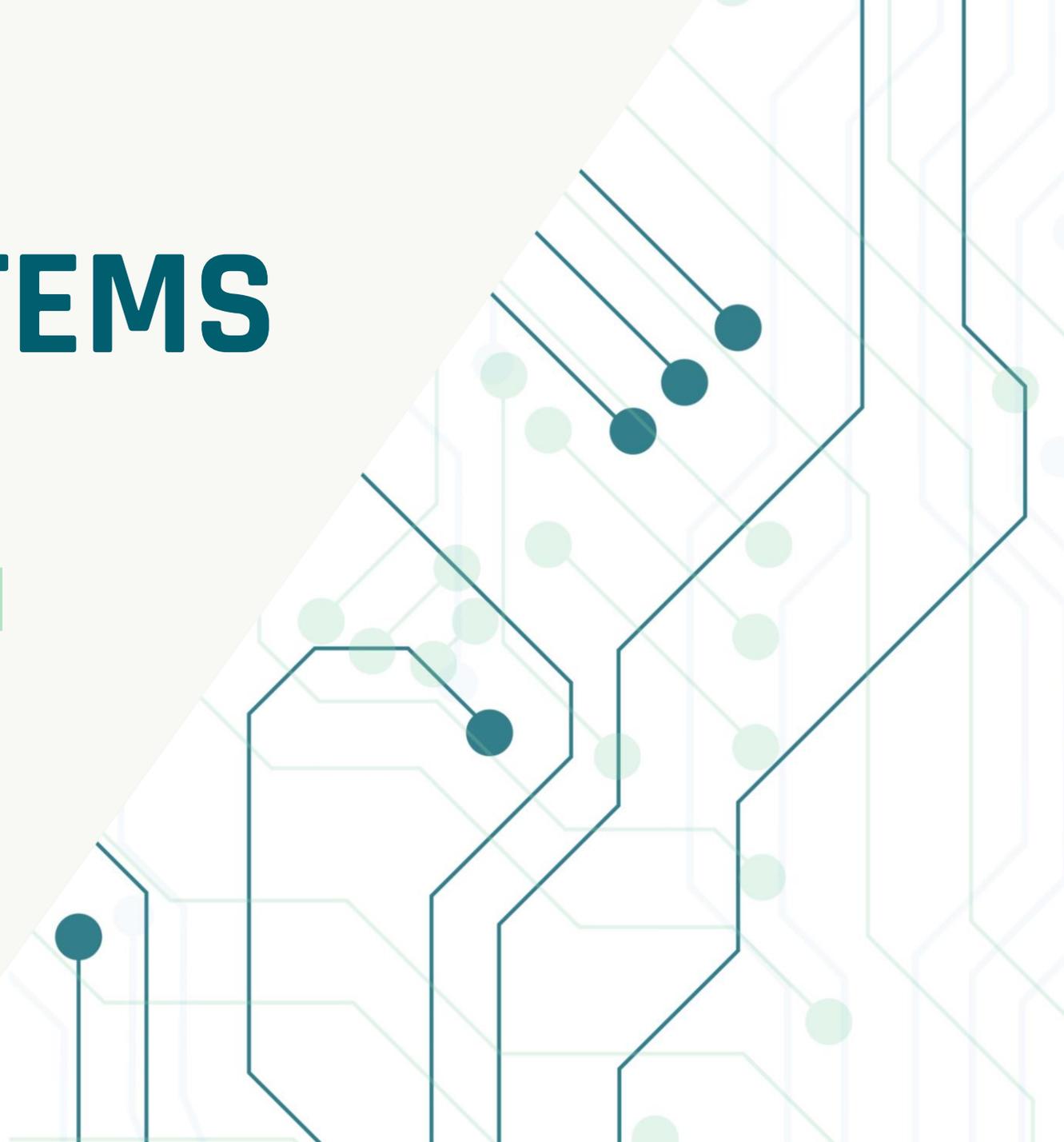
AGENDA

- What is NextGen TEMS
(telecommunications expense management system)?
 - Objectives and scope
 - Benefits
 - Status
- Supporting customers and agencies
 - People and organizational change management
 - Training



The NextGen TEMS Project

Status and Background



Objective and Project Scope

The NextGen TEMS is vital for VITA, allowing the agency to focus on the future and deliver more efficient, effective telecommunications services. The current system (telecommunications expense and billing system (TEBS)) does not empower customers to proactively manage their telecommunication expenses. TEMS will enable VITA and our customers to achieve their respective missions in serving the people of the Commonwealth of Virginia.

Technical Implementation Services

- Scope, plan and preparation
- System configuration
- System and user testing
- Cutover management
- Post go-live technical support

Business Transformation Services

- Organizational change management
- Communication management
- Business process optimization
- Future state process documentation
- Testing and training support
- Business requirement traceability
- Go-live and post go-live support

Functional Support Service

- Program governance
- Quality management
- Schedule management
- Project status reporting and cadence
- Risk and issue management
- Change control management
- Stakeholder communication

NEXTGEN TEMS PROMOTES – TRANSPARENCY THAT MAKES CENTS (SENSE)



Upgrade TEBS

Managed services for:

Ordering	Rebilling
Inventory management	Customer disputes
Invoice reconciliation	Supplier disputes

NextGen TEMS

Telecommunications Expense Management System

 Improve reporting	 Order processing workflow	 Dispute management
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Greater efficiency

Enhance service delivery

Transparency

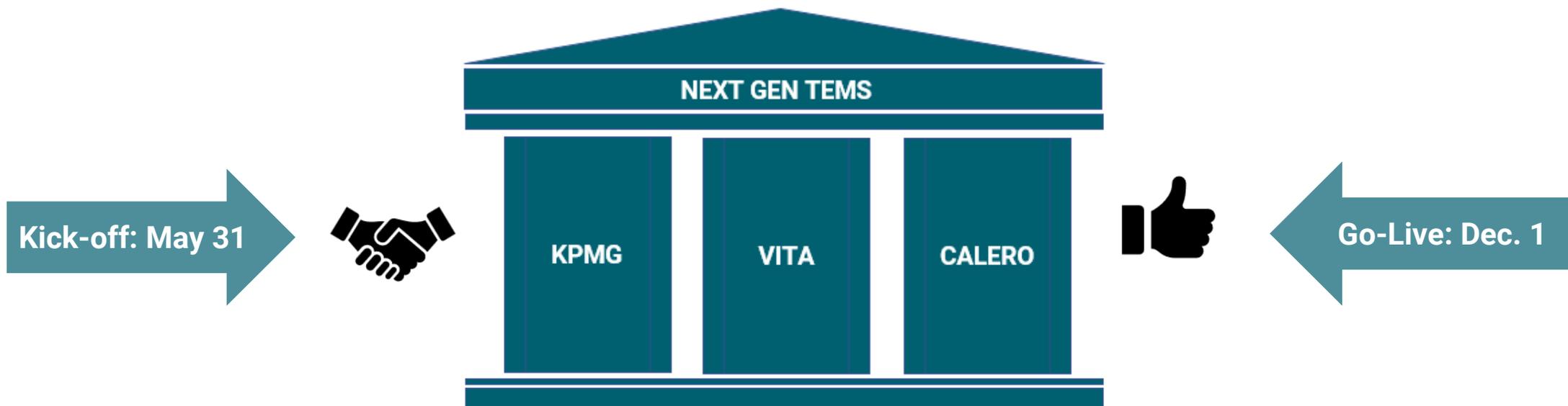
Reporting

Improve customer experience

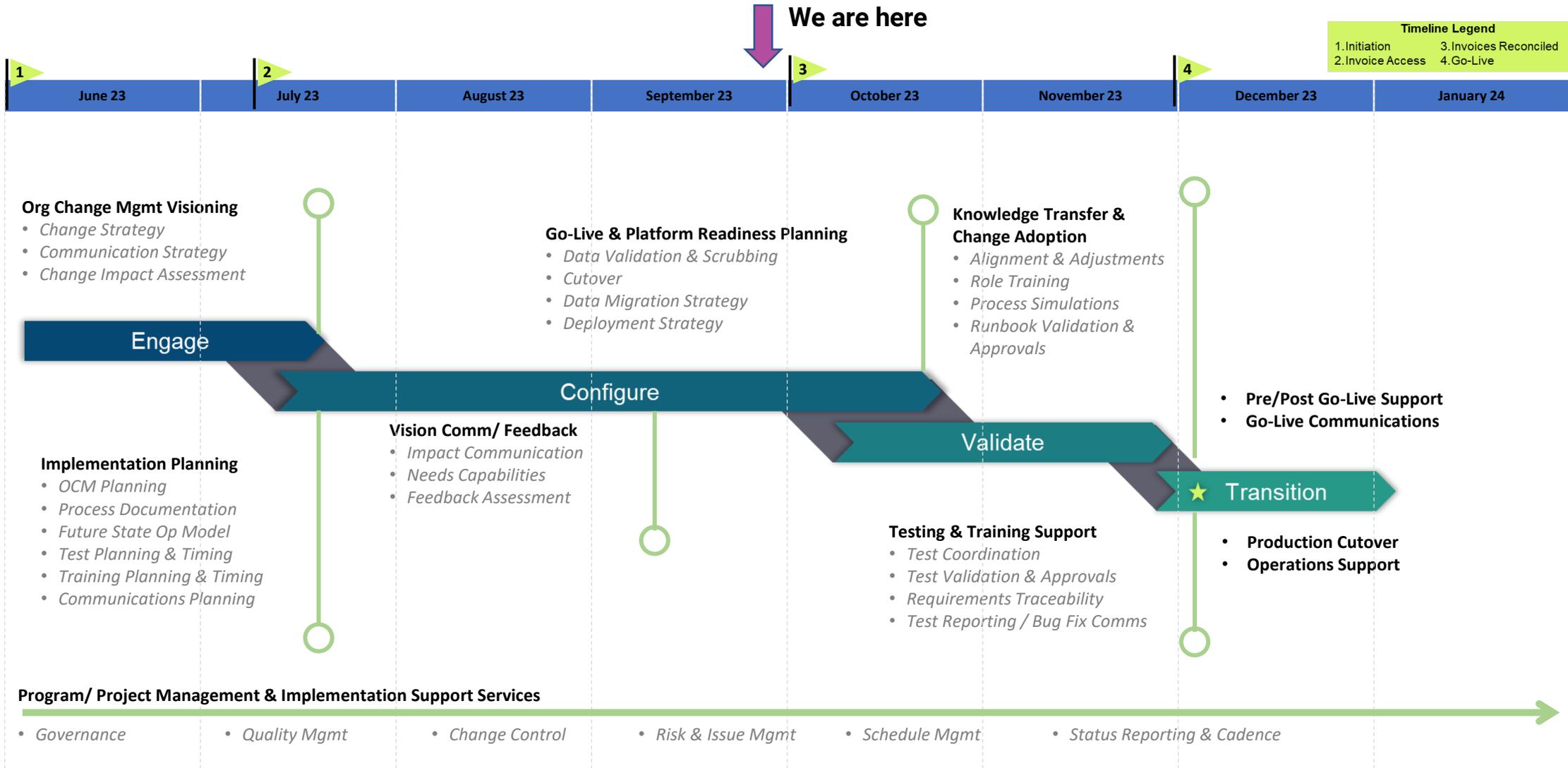
TEBS to Next Gen TEMS – Transparency That Makes Cents (Sense)

The NextGen TEMS will launch the new Calero.com application to replace and modernize the existing TEBS TelMaster. Calero.com offers a cloud-based software as a service platform for expense management, invoice processing, inventory management, procurement and re-billing.

With VITA oversight, Calero.com will serve as a managed service provider for ordering, invoicing, reconciliation, agency and customer re-billing, and dispute management. VITA will pivot into an oversight and strategic role, assisting customers to make informed business decisions, manage costs, forecast trends, and plan and execute strategy.

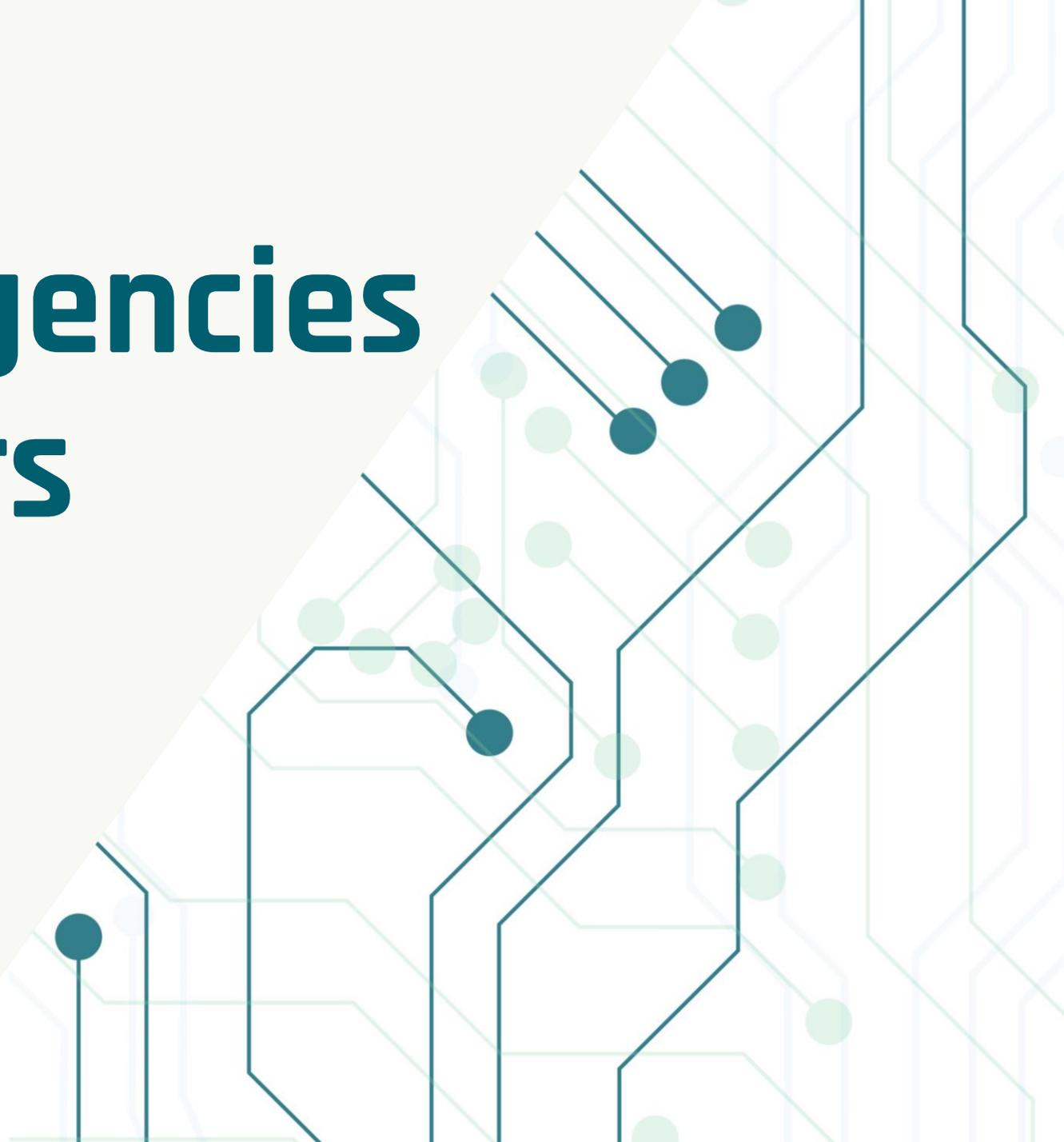


Project Timeline and Milestones



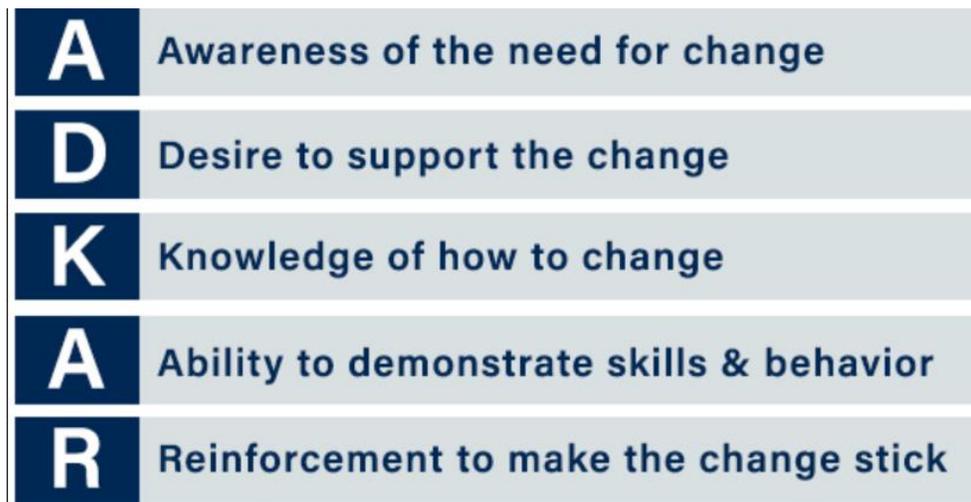
Supporting Agencies and Customers

Change Management



NextGen TEMS Change Management

- Moving individuals through change using Prosci ADKAR Model



- **Change agents** will promote the change, support their team and customers, identify and mitigate risks and communicate customer feedback to the project team.
- **Change agents** drive success through generating awareness, engaging the customers and providing on-the-ground support.

Change Agents and You

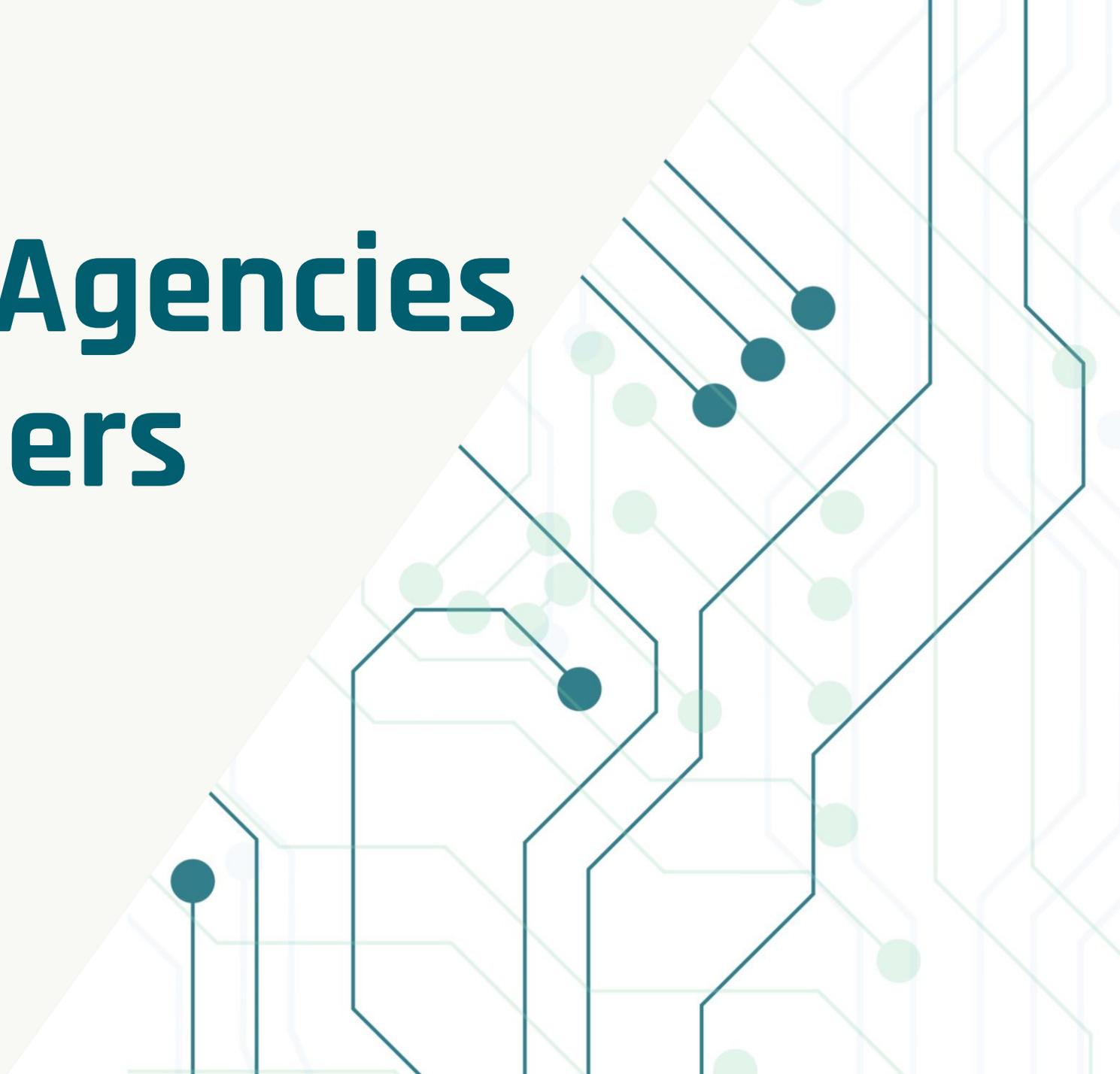
Change agents are resources that are here to assist change efforts. They won't have all the answers, but they will have key information and be able to pass things along to the project team.

The change agents for this project are:

Customer-Facing	VITA Internal
Catherine Beach	Linda Brown
Cindy Berberich	Marcy Story
Nathan Canning	Deborah Bland
Vickie Hinton	Drew Edmonds
Penny Jonson	Ella (Aixiang) Zhang
Lucie Martucci	Tenille Atchison
Jen Morano	
Rex Pyle	
Jon Selby	
Marcy Thornhill	
Douglas Leslie	

Supporting Agencies and Customers

Training



Key Functionality for Agencies and Customers

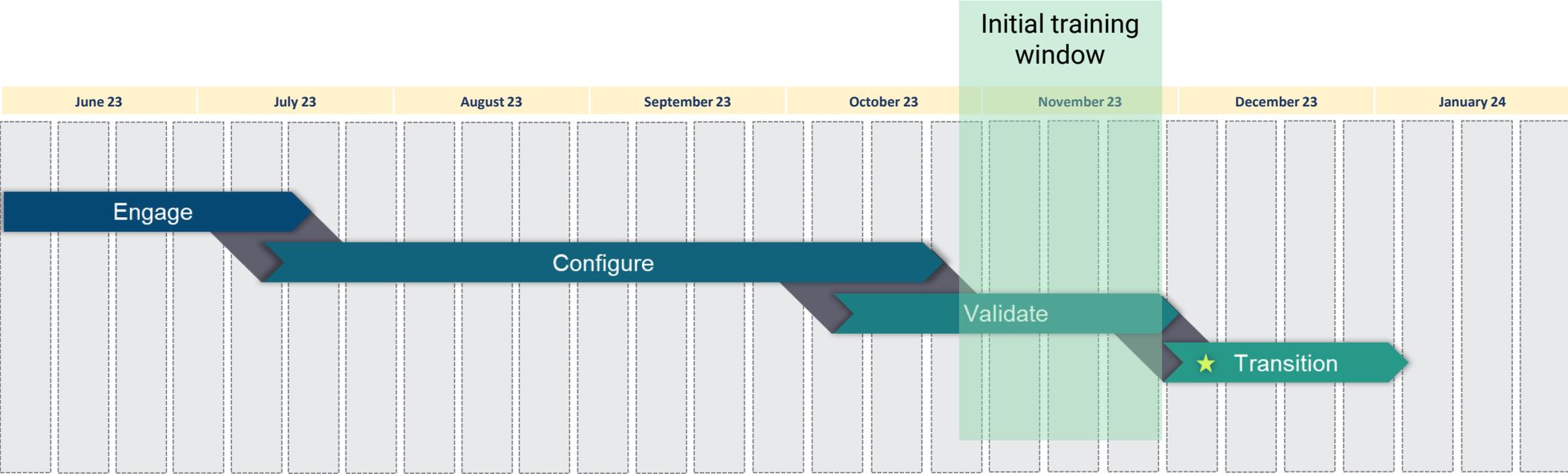
Calero.com will provide NextGen TEMS customers with training in key functionalities:

- **Reporting** is significantly expanded through the use of PowerBI and standard reports
- **Ordering** services and devices from the catalogue
- **Rebilling** is a custom function being built specifically for VITA and our customers
- **Dispute** resolution with vendors and carriers, supported by Calero.com
- **Calero.com** orientation and navigation

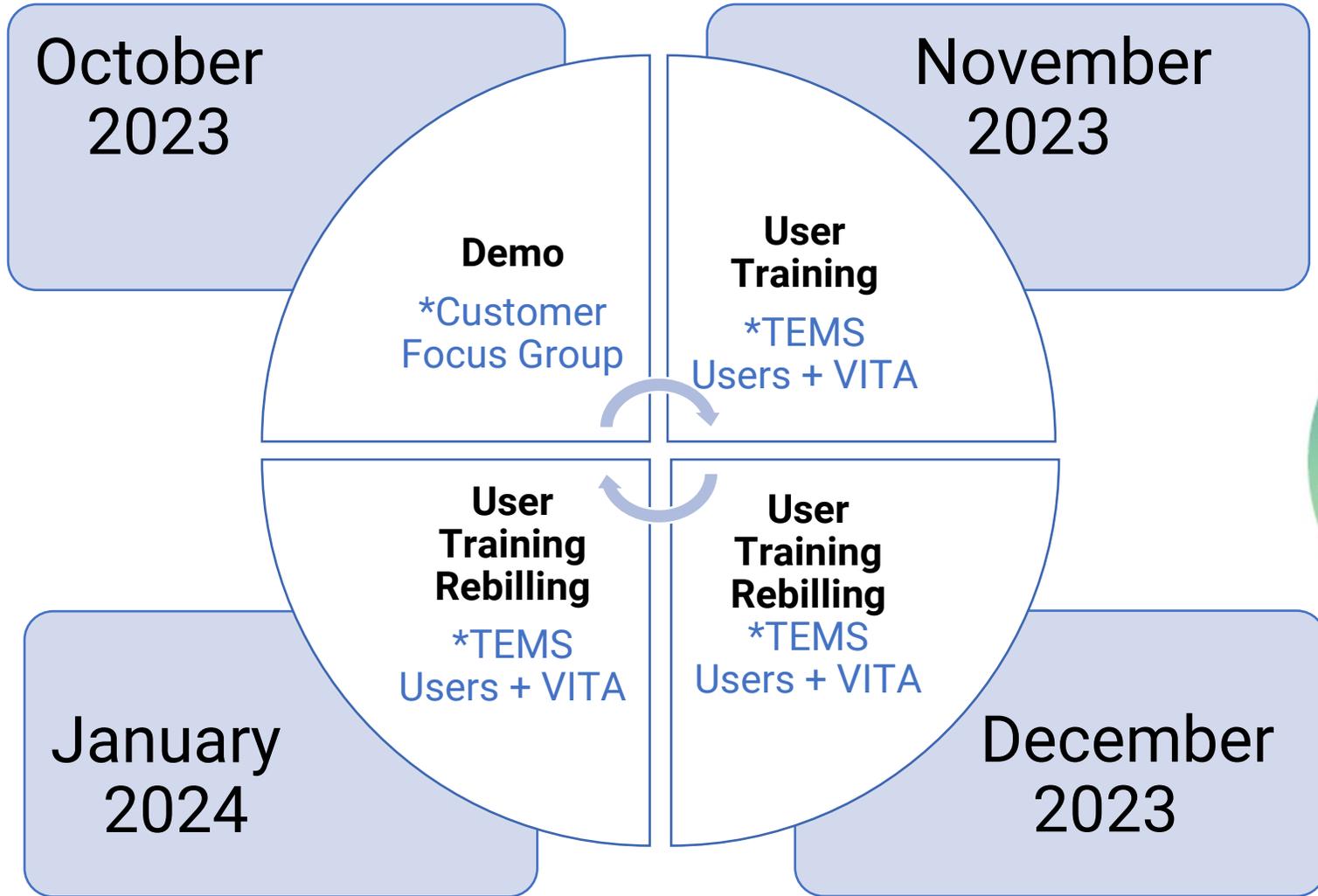


Training Cadence and Overview

Working with Calero.com, the developers of the NextGen TEMS, training on key system functionality will begin in the fourth quarter of this year. Customers and agencies should look for additional information regarding training in the coming months

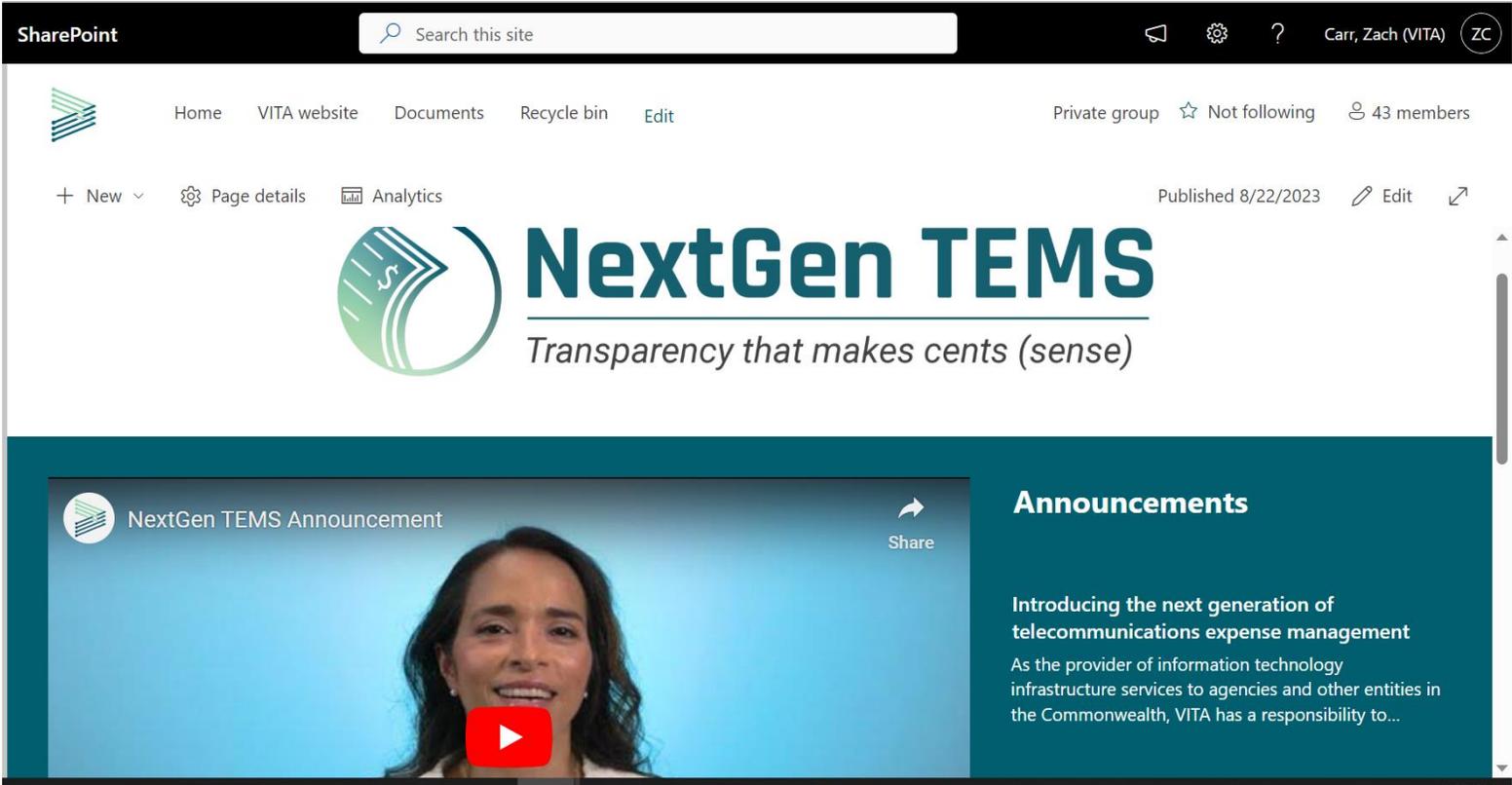


Upcoming Calero Demo and Training for TEMS Customers and VITA



Training Resources and Support

In addition to trainings and workshops designed to ensure clients can successfully transition into the NextGen TEMS, there is a change site VITA maintains on SharePoint that will contain valuable information. AITRS and TEBS/TEMS customers will be given access soon.



Thank you

Questions and Discussion

